

# Information Management Procedure

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## 1. Purpose

1.1 This procedure outlines the process for information management at Perth Bible College.

## 2. Scope

2.1 This procedure applies to all staff of Perth Bible College.

## 3. Responsibility

3.1 It is the responsibility of the Principal for the implementation of this policy.

## 4. Definitions

<b><i>Disposal</i></b>	The process by which records are either destroyed or retained permanently. Disposal includes a range of processes associated with implementing the information management policy.
<b><i>DoHA</i></b>	The Department of Home Affairs, which includes responsibility for immigration matters.
<b><i>ESOS Act</i></b>	The <i>Education Services for Overseas Students Act 2000</i> of the Commonwealth of Australia.
<b><i>Information</i></b>	Any collection of data that is processed, analysed, interpreted, organised or communicated in order to serve a useful purpose, present facts or represent knowledge in any medium or form.
<b><i>International Student</i></b>	A student studying in Australia on a student visa issued by DoHA.
<b><i>PRISMS</i></b>	Provider Registration and International Students Management System: the Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation.
<b><i>Record</i></b>	Any form of recorded information received or created, that is of historical significance to the College, or which provides evidence of the decisions and actions made by Perth Bible College. College records may be in any form including, paper, electronic, audio, video, data within business systems, photographs, etc.

## 5. Procedure

### Student Records

- 5.1 Perth Bible College uses a student management system to record and organise student data including, but not limited to, enrolment and participation. The software helps management to monitor students' academic progress and participation.
- 5.2 Databases are maintained for:
  - 5.2.1 student enrolment including communication with various government agencies;
  - 5.2.2 student participation and attendance or visits with the lecturer or tutor; and
  - 5.2.3 student fees and refunds.
- 5.3 The College Administrator maintains the integrity of all databases with data input.
- 5.4 Individual student records are retained in digital student files or in hard copy format.
- 5.5 Student files are stored in a locked filing cabinet and/or as a secure digital record and/or archives with access provided only to those authorised to view them.
- 5.6 A student file will consist of:
  - 5.6.1 the items received as part of the admission process;
  - 5.6.2 the items received as part of the academic progress of the student;
  - 5.6.3 records of fees paid and outstanding in relation to their course;
  - 5.6.4 written agreements made with students;
  - 5.6.5 all correspondence and records of contact with the student;
  - 5.6.6 copies of all student assessments for at least one semester after completion of the assessment items; and
  - 5.6.7 copies of complaints and appeals.
- 5.7 Student assessment records are retained for every student initially for appeal or review and ultimately, so Perth Bible College maintains the ability to re-issue the actual qualification testamur or statement of attainment.
- 5.8 Academic records will be retained in digital format for 30 years. The records are to contain sufficient information for Perth Bible College to reissue certification documentation or records of results upon request.
- 5.9 Completed assessments are accessible to unit lecturers for a period of no less than six months. Perth Bible College electronically archives completed assessments

securely on Moodle in the first week of December and the first week of June, each year.

### **Staff Records**

5.10 All staff have a personal file for the storage of all essential records.

5.11 Personal records of staff are kept in hard copy format and are scanned to a secure server.

5.12 Personal files include:

- 5.12.1 identification documents;
- 5.12.2 records of validated qualifications;
- 5.12.3 resume and details of experience; and
- 5.12.4 professional development activities.

5.13 Staff files are kept throughout employment at Perth Bible College and for seven years following cessation of employment.

### **Financial Records**

5.14 All Perth Bible College financial reports required by the Australian Taxation Office are kept for seven years.

### **Requests for Information**

#### **Students**

5.15 Access to personal information is provided, subject to the privacy principles in the Privacy Act 1988 and the access provisions of the Freedom of Information Act 1982.

5.16 Information about students and staff is confidential information and is not disclosed to any third party. Students are made aware that Perth Bible College will not allow access to their personal information without their written consent being obtained.

5.17 Students requesting information held by Perth Bible College may do so by requesting in writing from the College Administrator. Identification documents will be required to verify the student's identity before any personal information is provided.

5.18 Students may allow third party access to their personal file by providing written permission to the College Administrator outlining the nature of information that may be accessed.

#### **Staff**

5.19 Staff can request access to their personal file by submitting the request in writing to the Principal.

### **Government Authorities**

5.20 At the time of enrolment, students are required to sign a confidentiality waiver to allow government authorities to access their academic and personal details on demand.

5.21 Government authorities may include:

- 5.21.1 Department of Home Affairs (DoHA);
- 5.21.2 Department of Human Affairs (Centrelink);
- 5.21.3 Department of Education and Training;
- 5.21.4 Tertiary Education Quality Standards Authority (TEQSA);
- 5.21.5 WA Police; and
- 5.21.6 Australian Federal Police.

5.22 Perth Bible College will supply such data as required in the format determined by the authority. State and Federal Government bodies may require student course data records to be submitted in a format to suit their systems.

5.23 All information submissions to Government authorities is carried out using compliant reporting software, which dictates the data and format required for submission. The College Administrator is to ensure that data submission has been effective.

### **International Students**

5.24 It is a requirement under Section 19 of the ESOS Act that Perth Bible College provides information to DoHA via PRISMS, a DET record system.

5.25 Reportable information will include:

- 5.25.1 commencement date of study;
- 5.25.2 last day of study;
- 5.25.3 unsatisfactory attendance or course progress;
- 5.25.4 non-payment of fees;
- 5.25.5 misbehaviour;
- 5.25.6 deferral or withdrawal of study; and
- 5.25.7 any change to the student's studies.

5.26 The Student Services Officer is responsible for ensuring the information provided via PRISMS is accurate and provided within the required timeframes.

## **Security of Records**

- 5.27 The College Administrator is responsible for the security of records. The College Administrator is responsible for:
- 5.27.1 the back-up procedures for Shared drives;
  - 5.27.2 protection via password access; and
  - 5.27.3 ensuring third parties and host providers comply with Perth Bible College's security protocols.
- 5.28 Paradigm is a hosted service with restricted access and back-up processes and all drives are governed by authorisation by role.
- 5.29 Staff are bound by Confidentiality Agreements and receive document management induction by the Principal.

## **Destruction of Records**

- 5.30 Destruction of records is to occur on an ad hoc basis, with the date individual records are created to determine whether they are due for destruction.
- 5.31 The length of time a record is kept is determined by the provisions detailed in the *Information Management Policy*.
- 5.32 All records are to be destroyed using a secure shredding service.

## **Monitoring and Compliance**

- 5.33 Staff are given training as a part of induction in the Information Management Policy and accompanying procedure to ensure familiarity with principles and compliance with policy requirements.
- 5.34 Perth Bible College conducts period audits of records systems to ensure:
- 5.34.1 staff have been adequately trained in records management processes; and
  - 5.34.2 staff are complying with the policy.

## 6. Procedure Information

<b>Date first approved:</b> 23/09/2019	<b>Date of effect:</b> 01/12/2019	<b>Date last amended:</b> 19/10/2021	<b>Date of next review:</b> 19/10/2023
<b>Approved by</b>		Board of Management	
<b>Authorised Officer</b>		Principal	
<b>Supporting documents, policies &amp; forms of this procedure</b>		<i>Information Management Policy</i>	
<b>Related Legislation and Codes of Practice</b>		<i>Higher Education Standards Framework 2015, Part A: Standard 7.3 (Information Management) (Wellbeing and Safety)</i> <i>Privacy Act 1988</i> <i>Freedom of Information Act 1982</i> <i>Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</i>	
<b>Audience</b>		Staff	

## 7. Version History

Review Table			
Date	Review Type <ul style="list-style-type: none"> <li>Scheduled</li> <li>Policy amendment</li> <li>Admin update</li> </ul>	Summary of Changes	Review person/group
12/07/2019	Policy amendment	New template and amendments made	Natalie Tierney Capital Review Group consultant
17/08/2021	Admin update	Grammatical fixes and general clean up.	Chris Burton
19/10/2021	Policy amendment	Inclusion of "Destruction of Records" section.	Chris Burton